Veterans Affairs Canada
Anciens Combattants Canada

Annual Report on the Administration of the *Access to Information Act*

2012–2013

The Honourable Julian Fantino, P.C., M.P.
Minister of Veterans Affairs

Canada

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1. Introduction

The *Access to Information Act* provides members of the public and corporations with the legislated right to access federal government records, subject to certain limited and specific exceptions. The Act complements other methods for obtaining government information, and does not limit in any way the access to government information that is normally available to the public upon request.

Open Government Action Plan

April 12, 2012, Canada's Open Government Action Plan was introduced. The Action Plan advances the three streams of Open Government: Open Data, Open Information, and Open Dialogue. The Plan offers Canadians greater opportunities to learn about and participate in the democratic process, the economy, and government.

The commitments in the Action Plan that will be implemented over the next three years include:

- issuing a government-wide directive that will make government information and data available to the public by default unless it falls under specific criteria for exception;
- expanding access to Open Data;
- engaging Canadians through modern Web 2.0 tools; and
- public engagement on regulatory reform.

The Action Plan was developed based on input received from Canadians and is available at www.open.gc.ca.

VAC is participating in the Open Government Action plan and has posted summaries of completed access to information requests on the Open Data Portal at www.data.gc.ca.

This annual report on the administration of the *Access to Information Act* describes how Veterans Affairs Canada (VAC) and the Office of the Veterans Ombudsman (OVO) fulfilled their responsibilities under the *Access to Information Act* during the fiscal year beginning April 1, 2012, and ending March 31, 2013.

2. Preparation and Tabling of the Annual Report

In accordance with section 72 of the *Access to Information Act,* the Minister of Veterans Affairs, as head of the institution, is required to prepare an annual report on the administration of the Act and this report is to be tabled in Parliament.

3. Mandate of Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its achievements in times of war. VAC exists to assist and help those whose courageous efforts gave us this legacy and contributed to our growth as a nation.

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for

> "the care, treatment, or re-establishment in civil life of any person who served in the Canadian Forces or merchant navy or in the naval, army, or air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated ... and the care of the dependants or survivors of any person referred to ..."

Through an Order-in-Council, VAC has responsibility for keeping alive the achievements and sacrifices of those who served Canada in times of war and peace.

Responsibilities
Veterans Affairs Canada achieves its mandate by providing services and benefits that respond to the needs of Veterans, other individuals and their families.

VAC has three main roles:

Provider of disability compensation and financial support: VAC administers programs which recognize and compensate for the disabling effects of service-related disabilities. The Department also provides financial support and assistance when career-ending or service-related disabilities affect one's ability to earn income.

Funder for health care and re-establishment services: The Department works with other levels of government—federal, provincial and territorial—to provide access to health programs that enhance the well-being of Veterans and other eligible individuals, promote independence and ensure continued care. The Department also provides support to Canadian Armed Forces (CAF) Veterans and their families to ease their transition to civilian life.

Catalyst for national and international remembrance: The Department keeps alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace, and promotes the importance of these efforts on Canadian life as we know it today. VAC fosters remembrance of the contributions made by Canada's war dead and Veterans through its Canada Remembers program. It also maintains and operates 14 memorial sites in Europe.

What Veterans Affairs Canada Does

Parliamentarians and Canadians firmly believe that Canada should support the men and women who put their lives at risk defending this country and its values. Accordingly, VAC provides services to well over 200,000 people: Veterans, men and women in uniform of the Canadian Armed Forces (CAF), their families, and others. The Department's social and financial programs include disability benefits, allowances, pension advocacy, health care, and commemoration. These programs are intended to recognize the sacrifices of Veterans during times of war and conflict, and to compensate them for the various hardships they suffer—such as physical or emotional disabilities, or lost economic opportunities. VAC also provides a number of innovative health and social services, and legal assistance.

The Department serves a highly diverse population that reflects the remarkable breadth of Canada's contributions to world peace. VAC's mission is to make sure that its services and benefits respond effectively to the needs of the men and women and families VAC serves. Another goal is commemoration: recognizing Veterans' services to this country, and keeping alive the memory of their achievements and sacrifices for all Canadians. The Canadians we serve include:

Veterans:

- Armed Forces and Merchant Navy Veterans who served during the Second World War or the Korean War;
- Former and, in certain cases, current members of the Canadian Armed Forces, including those who served in special duty areas and in peacekeeping; and
- Allied Veterans who lived in Canada prior to periods of war.

Other Canadians:

- Certain civilians who are entitled to benefits because of their war-time services;
- Former and, in certain cases, serving members of the Royal Canadian Mounted Police (RCMP); and
- Survivors and dependants of the abovementioned groups.

As well, VAC's Canada Remembers program ensures that Veterans and those who died in service are honoured and the memory of their sacrifices and achievements is preserved. Canada Remembers' activities promote the following outcomes: Canadians are knowledgeable about their efforts; Veterans are publicly recognized for their service; communities and other groups lead remembrance activities; symbols erected to their memory are maintained in perpetuity; and, eligible Veterans receive dignified funerals and burials. Encouraging pride in our shared military history, celebrating the contributions and acknowledging the sacrifices of those who served, and preserving symbols to mark their courage all contribute to the Government of Canada's outcome of a vibrant Canadian culture and heritage.

VAC remains strongly committed to upholding the principles of the *Access to Information Act*, while providing a high level of service to Veterans and other Canadians.

4. Mandate of the Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman helps Veterans, men and women in uniform of the Canadian Armed Forces, members and former members of the Royal Canadian Mounted Police (RCMP), as well as families and other individuals, address concerns related to VAC and the *Veterans Bill of Rights*. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, their representatives and their families are treated fairly.

The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to:

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*
- Identify and review emerging and systemic Issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);
- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;
- Review systemic issues related to the Veterans Review and Appeal Board; and
- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

5. Organization

I Veterans Affairs Canada Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs and the Deputy Minister to ensure that the Department's responsibilities under the *Access to Information Act* and the *Privacy Act* are met. The ATIP Coordinator reports directly to the Assistant Deputy Minister, Human Resources and Corporate Services Branch.

The Department takes very seriously its responsibility to protect the privacy and rights of all Veterans, their families and other individuals it serves. The ATIP Office worked with officials all across the Department to strengthen the existing 10-point privacy action plan and develop the Privacy Action Plan 2.0. This Plan builds on the considerable progress the Department has made

in safeguarding the personal information of Veterans and their families. The measures in the Privacy Action Plan 2.0 include the following:

- providing targeted training on privacy principles;
- streamlining consent forms;
- ensuring new initiatives are compliant with privacy requirements; and
- monitoring and evaluating transactions that involve private information.

This next phase of the Privacy Action Plan builds on accomplishments to date, and provides Veterans with the added assurance that their private information remains protected.

The main activities of VAC's ATIP Office include the following:

- Processing requests for information submitted to the Department under the *Access to Information Act* and the *Privacy Act*;
- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both Acts within the Department to ensure employees understand their roles and responsibilities;
- Monitoring departmental compliance with both Acts and central agency requirements;
- Preparing annual reports to Parliament and other statutory reports for the Department and the OVO;
- Coordinating and providing direction to program areas within the Department regarding the completion of Privacy Impact Assessments (PIAs);
- Coordinating the resolution of any complaints against VAC which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Providing centralized management of breaches of privacy within the Department and OVO;
- Providing advice and guidance to VAC departmental staff on ATIP issues;
- Providing support and recommendations to the Department's Chief Privacy Officer and the Departmental Privacy Committee; and
- Supporting the Department in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office has two units: an Operations team and a Privacy Policy team. A total of 26 full-time equivalents (FTEs) were utilized in 2012–2013 in the processing of requests and the provision of ATIP policy support and advice to the Department.

The ATIP Coordinator's Office supports and maintains a network of 27 ATIP Liaison Officers in each major division and region of the Department (21 Liaison Officers in the Charlottetown Head Office and six in the Regional Offices). The Liaison Officers are responsible for retrieving

information from the Office of Primary Interest (OPI) when a request is received. Liaison Officers are also responsible for identifying information which may qualify for an exemption under the Acts.

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

On April 24, 2012, the Minister of Veterans Affairs delegated the Veterans Ombudsman, Director General, Legal Advisor, and Director Corporate Services and Charlottetown Operations full authority to exercise the powers, duties, and functions of the Minister as the head of Veterans Affairs, under the provisions of the Act and related regulations for the Office of the Veterans Ombudsman (see Annex 1). Although, four positions have been delegated full authority, the Veterans Ombudsman has been identified as the senior-most official within the OVO responsible for Access to Information and Privacy. The Director, Corporate Services and Charlottetown Operations is responsible for operational management of the Access to Information and Privacy functions within the OVO.

During the 2012–2013 reporting period, the OVO established an Access to Information and Privacy Unit in Charlottetown, Prince Edward Island. The unit was formed to ensure that the Office's responsibilities under both Acts are met. Processing of requests is centralized within this new unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, ATIP Coordinator, and a Liaison Officer. A Legal Advisor supported by a casual resource are responsible for the final review and release of information to the requester. These four full-time staff members and one casual resource were assigned to the administration of both Acts on a part-time basis during the 2012–2013 reporting period.

The main activities of the OVO ATIP unit include the following:

- Processing requests received for information under the *Access to Information Act* and the *Privacy Act* in compliance with ATIP legislation, regulations and Treasury Board Secretariat policy instruments;
- Developing OVO policies, procedures, guidelines, and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both Acts within the OVO to ensure that employees understand their roles and responsibilities;
- Monitoring OVO compliance with both Acts and central agency requirements;
- Preparing and providing information specific to the OVO to the Department for inclusion in Annual Reports to Parliament and other statutory reports, as well as other material that may be required by central agencies;
- Completing and coordinating the completion of Privacy Impact Assessments (PIAs);
- Coordinating the resolution of any complaints against OVO made to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Supporting the OVO in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues;

- Supporting the Department in their role in providing centralized management of breaches of privacy with respect to any breaches of privacy within the OVO.

In order to implement the new Memorandum of Understanding and delegation order, the OVO developed a new Access to Information and Privacy governance structure, defined roles and responsibilities, developed operational processes during the 2012–2013 reporting period.

6. Delegation Order

The responsibilities associated with the administration of the *Access to Information Act* are designated to departmental officials and OVO officials through a delegation order signed by the Minister of Veterans Affairs.

On April 24, 2012, the Minister signed new delegation orders for the *Access to Information Act* and the *Privacy Act*. The *Access to Information Act* delegation order (attached as Annex 1) was in place for fiscal year 2012–2013.

7. Interpretation of the Statistical Report on the *Access to Information Act*

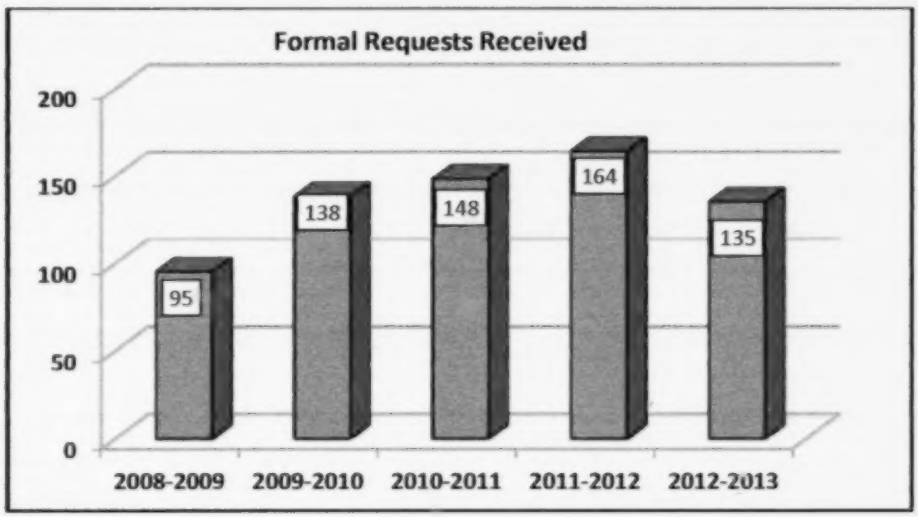
The Statistical Report (see Annex 2) provides aggregate data on the administration of the *Access to Information Act*. The Statistical Report in Annex 2 provides a summary of formal *Access to Information Act* requests completed by VAC and the Office of the Veterans Ombudsman (OVO) between April 1, 2012, and March 31, 2013. The Report also includes the number of requests received and requests carried over, during the reporting period.

The following provides explanations and interpretations of the statistical data reflected in the Statistical Report.

Note: During 2012–2013, the new delegation order (see Annex 1) came into effect and the OVO began to track all statistical information for their office. A Statistical Report which contains only data pertaining to the Office of the Veterans Ombudsman is included in Annex 3. Access to Information requests relating to the OVO that were received and closed during 2012–2013 under the former delegation order were tracked by VAC (as in the past) and are included in information provided in Annex 2.

I Formal Requests Under the *Access to Information Act*

As outlined in the following table, between April 1, 2012 and March 31, 2013, 135 formal requests for information under the *Access to Information Act* were received. This represents a slight decrease in requests received (29 or 8%) from the 2011–2012 fiscal year.



On April 1, 2012, VAC had 89 open requests which had been carried forward from the previous fiscal year. These requests, combined with the 135 requests received in 2012–2013, totalled 224 requests requiring action during the 2012–2013 fiscal year. VAC closed 116 requests during the reporting period, and as of the end of the fiscal year, there were 108 outstanding formal requests that have been carried forward to the 2013–2014 fiscal year.

In the 2012–2013 fiscal year, VAC implemented the Privacy Action Plan 2.0 and increased focus on ATIP activities such as information management, privacy impact assessments, management oversight, and awareness and training. The Department is committed to upholding privacy protection and the right of access to personal information and government information as granted through the *Privacy Act* and *Access to Information Act*.

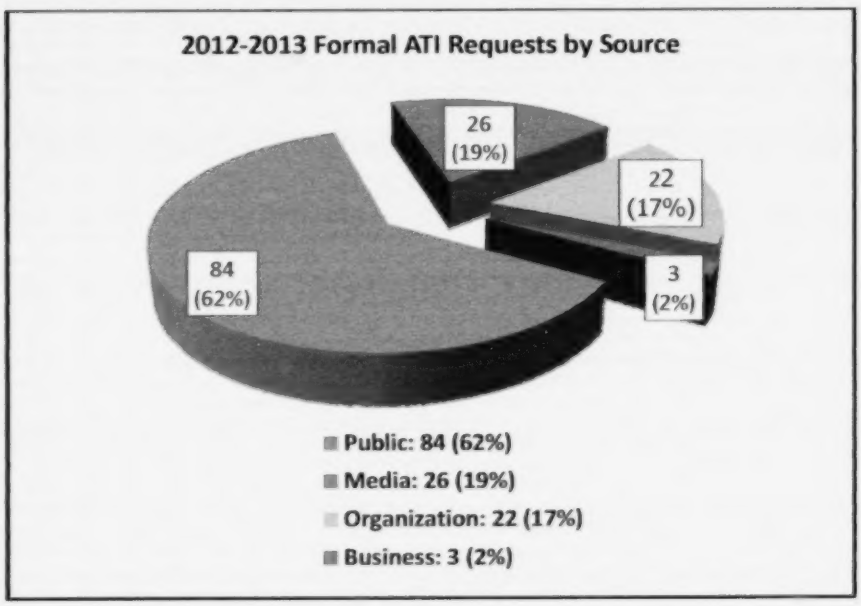
To address this commitment, the Department has responded by investing significantly in ATIP in the 2012–2013 fiscal year; increasing resources by 50% (from 20 to 31) in January 2013. This added capacity positions the Department well to deal with requests for information and other ATIP activities in the upcoming fiscal year.

Office of the Veterans Ombudsman

Included in the table above are the two formal ATI requests which were received and closed by the Office of the Veterans Ombudsman during the 2012–2013 reporting period.

II Source of Requests Completed

The breakdown of the source of the 135 requests received during the 2012–2013 fiscal year is as follows:

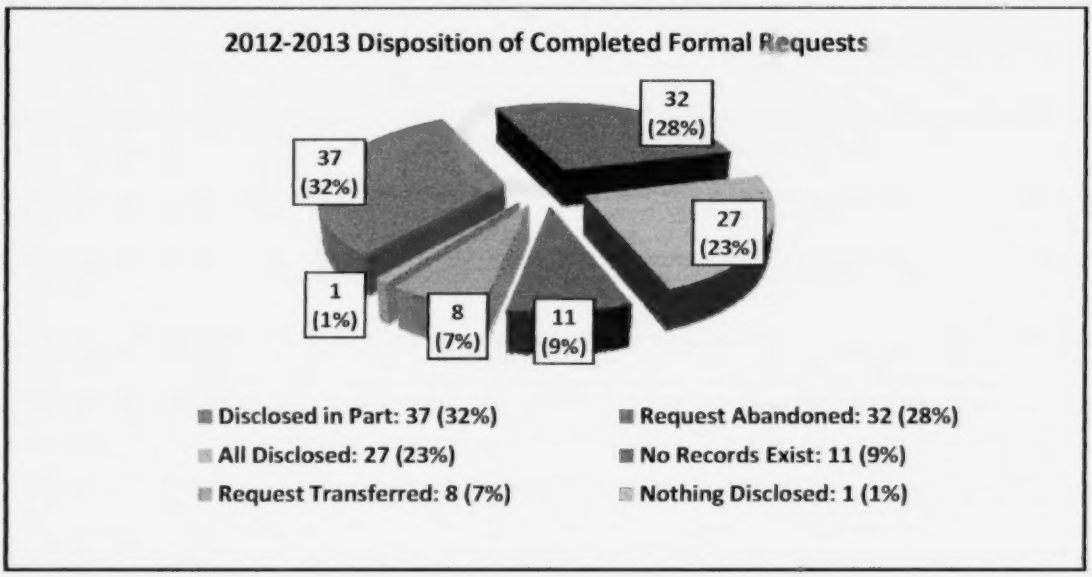


Office of the Veterans Ombudsman

Included in the chart above are the two formal ATI requests which were received and closed by OVO (one from the media and one from the public) during the 2012–2013 reporting period (see Annex 3 for more information).

III Dispositions of Requests Completed

In total, 116 requests were completed during the reporting period. The disposition of the 116 requests completed in 2012–2013 is illustrated in the following table:



The Department has observed that an increasing number of individuals are filing requests for personal information under the *Access to Information Act* (ATIA). Even with the efforts by the Department to clarify the purpose of both the ATIA and the *Privacy Act* (PA), many requesters are opting to file their request under the ATIA, or in some cases under both acts. The increased use of ATIA for these purposes has required the Department to devote some of its existing resources to processing such files.

Office of the Veterans Ombudsman

Note: Included in the table above are the two formal requests which were completed and disclosed in part by the OVO during the 2012–2013 reporting period.

IV Exemptions Cited

Although Canadians have a right of access to information, the ATIA identifies specific exemptions for which the need to withhold certain information is recognized. The following table identifies the number of requests where specific types of exemptions were applied.

Exemptions Cited	**2010–2011**	**2011–2012**	**2012–2013**
Paragraph 14(*a*) (Federal-Provincial Consultations or Deliberations)	3	4	0
Subsection 15(1) (International Affairs and Defense)	1	0	0
Subsection 16(1) (Law Enforcement and Investigation)	1	0	0
Subsection 16(2)(*c*) (Security)	2	2	6
Paragraph 18(b) (Economic Interests of Canada)	1		
Subsection 19(1) (Personal Information)	30	36	35
Paragraph 20(1)(*a*) (Trade Secrets - Third Party)	0	0	1
Paragraph 20(1)(*b*) (Confidential Information -Third Party)	0	0	1
Paragraph 20(1)(*c*) (Competitive Process – Third Party)	1	2	1
Paragraph 20(1)(*d*) (Contractual Negotiations – Third Party)	2	0	0
Paragraph 21(1)(*a*) (Operations of Government – Advice)	21	15	4
Paragraph 21(1)(*b*) (Operations of Government – Consultations or Deliberations)	23	16	3
Paragraph 21(1)(*c*) (Operations of Government – Negotiations)	8	9	1
Paragraph 21(1)(*d*) (Operations of Government – Management)	9	0	1
Section 22 (Testing Procedures, Tests and Audits)	1	0	0
Section 23 (Solicitor-Client Privilege)	8	9	3
Section 24 (1) (Statutory Prohibitions Against Disclosures)	0	1	0
Total Exemptions Invoked	**111**	**94**	**56**

VAC invoked 56 exemptions under sections 16, 19, 20, 21, and 23 of the ATIA. This is a decrease of 38 exemptions (40%) over the number of exemptions applied in the 2011–2012 fiscal year. The most frequently used exemption was subsection 19(1) which is used to exempt personal information. For statistical purposes, when an exemption is applied to a file multiple times, the exemption is counted only once.

Office of the Veterans Ombudsman

The OVO invoked four exemptions under sections 19(1), 20(1)(a), 20(1)(b), and 23 during the 2012–2013 reporting period.

V Exclusions Cited

Pursuant to sections 68 and 69, the *Access to Information Act* does not apply to published material, material available for purchase by the public, material placed in the Library and Archives of Canada or confidences of the Queen's Privy Council for Canada. During this reporting period, section 68 was invoked once and section 69 was invoked on 7 occasions. This is a 60% decrease over the last reporting period.

The following chart compares the number of exclusions cited during the past three reporting periods.

Exclusions Cited	2010–2011	2011–2012	2012–2013
68(a) – Published material or material available for purchase by the public	2	3	1
69(1)(a) – Proposals to Council	5	0	1
69(1)(b) – Policy options to Council	1	0	0
69(1)(d) – Records used in Government Decisions or Formulation of Policy	0	0	1
69(1)(e) – Briefings of Ministers	11	2	1
69(1)(f) – Draft legislation	1	0	0
69(1)(g) – Cabinet Confidences	11*		
69(1)(g) re (a) – Cabinet Confidences		5	1
69(1)(g) re (c) – Cabinet Confidences		6	1
69 (1)(g) re (d) – Cabinet Confidences		0	1
69 (1)(g) re (e) – Cabinet Confidences		4	1
Total	**31**	**20**	**8**

* The Statistical Reports prior to 2011–2012 did not require 69(1)(g) exclusions to be reported separately.

Office of the Veterans Ombudsman

The OVO did not invoke any exclusions during the 2012–2013 reporting.

VI Completion Time

During the 2012–2013 reporting period, VAC completed 47 formal requests in 30 days or less; 19 requests were completed within 31 to 60 days; 12 requests were completed within 61 to 120 days; and 38 requests requiring additional time and effort were completed in 121 days or more.

2012-2013 Formal Requests Completion Time
19 (16%)
12 (10%)
38 (33%)
47 (41%)
30 days or less: 47 (41%)
31 to 60 days: 19 (16%)
61 to 120 days: 12 (10%)
121 days or more: 38 (33%)

As noted in section 2.6.1 of the Statistical Report on the *Access to Information Act*, workload is identified as the principal reason for not meeting statutory deadlines. In the 2012–2013 fiscal year, VAC implemented the Privacy Action Plan 2.0 and increased focus on ATIP activities such as information management, privacy impact assessments, management oversight, and awareness and training. The Department is committed to upholding privacy protection and the right of access to personal information and government information as granted through the *Privacy Act* and *Access to Information Act*.

To address this commitment, the Department has responded by investing significantly in ATIP in the 2012–2013 fiscal year; increasing resources by 50% (from 20 to 31) in January 2013. This added capacity positions the Department well to deal with requests for information and other ATIP activities in the upcoming fiscal year.

Office of the Veterans Ombudsman

All requests received were processed in 30 days or less for the 2012–2013 reporting period.

VII Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if consultations are necessary, or the request is for a large number of records and meeting the original time limit would unreasonably interfere with the operations of the Department.

During the reporting period a total of 28 requests were extended, and of these, 21 were extended for 30 days or less, and seven requests required an extension of 31 days or more. Requests were extended either because processing the file within the original timelines would have unreasonably interfered with the operations of the Department or because consultations with other institutions were required.

Office of the Veterans Ombudsman

No requests were extended during the 2012–2013 reporting period.

VIII Translations

There were three requests requiring translation during the 2012–2013 reporting period. By comparison, there were no access requests requiring translation during the 2011–2012 reporting period and two requests requiring translation required during the 2010–2011 reporting period.

Office of the Veterans Ombudsman

No requests required translation during the 2012–2013 reporting period.

IX Format of Information Released

There are three formats in which individuals may obtain the information they have requested. Requesters may receive copies of the material, examine the information during an arranged time or examine and receive copies of the information. Of the 116 formal requests completed, applicants received copies of the material they had requested fully or in part in 64 cases. In the remaining 52 cases, the requests were either abandoned by the applicant (32), could not be processed as records did not exist (11), were transferred to another institution (eight), or were not disclosed due to exemptions or exclusions (one).

Office of the Veterans Ombudsman

All requests were released in paper format during the 2012–2013 reporting period.

X Fees

In accordance with section 11 of the *Access to Information Act*, the fees collected during the reporting period totaled $535. The entire amount was collected for the application fee required under the Act. During the same period, VAC waived fees totaling $75 for 15 requests.

Office of the Veterans Ombudsman

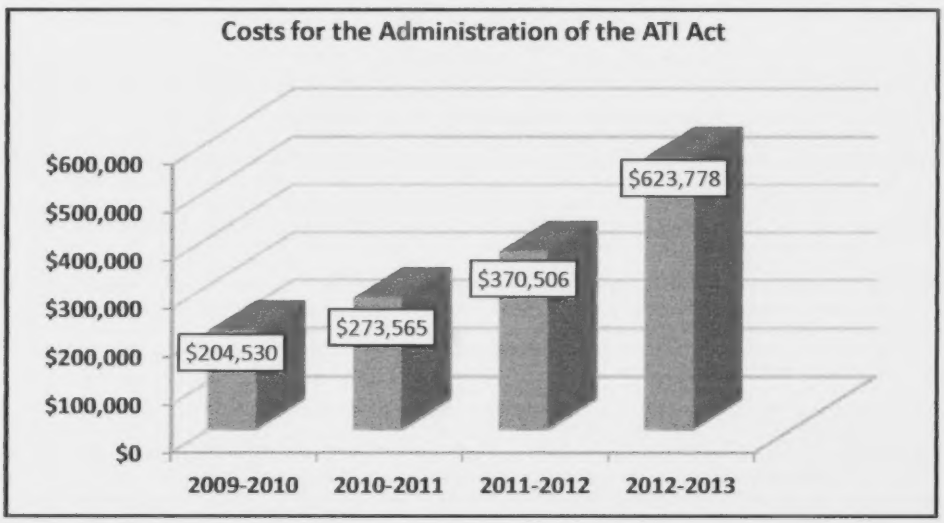
The fees collected during the 2012–2013 reporting period totalled $10. The entire amount was collected for the application fee required by the *Act*. During the same period, the OVO did not waive any fees for requests.

XI Costs

The VAC and OVO ATIP offices spent a combined total of $623,778 to administer the ATIA during the reporting period. Staff salaries accounted for $565,552 which is equivalent to approximately eight full-time resources and two part-time resources. Other administrative costs (representing operations and maintenance expenditures) amounted to $58,226.

Office of the Veterans Ombudsman

The OVO spent a total of $56,778 administering the ATIA during the 2012–2013 reporting period. Staff salaries accounted for $54,522. Two full-time resources and 0.5 of a casual resource dedicated approximately 15% of their time to Access to Information activities during the 2012–2013 reporting period. Other goods and services costs (training, travel, and supplies) accounted for $2,226 during the 2012–2013 reporting period. Costs for this initial year in operations were primarily associated with establishing the new ATIP unit within in the OVO.



Note that the costs identified in the table are only related to costs directly related to the ATIP Office. They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

XII Publication of Summaries of Completed Requests

Since September 2011, VAC has been posting on the departmental website summaries of completed Access to Information requests processed by the ATIP Office following Annex E of the Treasury Board Secretariat Directive on the Administration of the ATIA: "Criteria for posting summaries of completed access to information requests".

The list of summaries contains applicable completed requests since September 2011 for which documents have been retrieved, treated, or where no documents exist. The list is provided in chronological order, by month and year, and by request number.
VAC: www.veterans.gc.ca/eng/department/organization/atip

Since May 2012, the OVO has also been posting on its website summaries of completed Access to Information requests processed by the OVO ATIP Office.
OVO: www.ombudsman-veterans.gc.ca/atip-aiprp/reports-rapports-eng.cfm

8. Other ATIP Functions

I Veterans Affairs Canada

The ATIP Office provides other services in addition to formal requests submitted under the *Access to Information Act*. One such service is responding to informal requests; that is, requests which do not invoke the right of access provided by the *Access to Information Act*. VAC's ATIP Office processed 59 informal access to information requests in the 2012–2013 fiscal year which resulted in over 21,000 pages being disclosed to requesters.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the ATIP Office also handled a variety of requests from within the Department, including policy questions; reviewed new forms for the collection of personal information and development of appropriate Privacy Notice Statements for these forms; evaluated contracts and Memoranda of Agreement; and provided support in preventing, addressing, and containing potential privacy breaches.

II Office of the Veterans Ombudsman

No informal requests were processed by the Office of the Veterans Ombudsman during the 2012–2013 reporting period.

9. Consultations

I Veterans Affairs Canada

VAC received 43 requests for consultations from other government institutions or other organizations during the 2012–2013 period. As well, four requests for consultation were carried over from the previous period. Of the 47 consultations requiring action in 2012–2013, 46 were completed.

Of the cases that were completed during the 2012–2013 reporting period, VAC consulted with another government institution 17 times. An additional 21 consultations were sought from other government institutions during 2012–2013 but these cases have not yet been completed.

II Office of the Veterans Ombudsman

The OVO received and completed one consultation request from another government department and no consultations were sought from other government institutions during the 2012–2013 reporting period.

10. Access to Information Training and Awareness

I Veterans Affairs Canada

During the 2012–2013 fiscal year, the Department provided ATIP related training to staff through a variety of mediums. Over the course of the year, privacy training was delivered to 1,760 participants. This demonstrates the commitment of the Department to further enhance VAC's privacy protection culture. In 2012, VAC launched the Privacy Action Plan 2.0 which builds on the success of deliverables that were implemented in the original 10-point plan of 2010. This significant effort directed to training employees on privacy (which is detailed in the Annual Report on the Administration of the *Privacy Act*) also led to increased awareness of ATIP as a whole.

Privacy Fundamentals Training

In an effort to help increase employees' knowledge and understanding of generally accepted privacy principles, the intent and application of departmental policies, and the procedures to manage Veterans' personal information, the ATIP Office expanded its privacy awareness program to include the Privacy Fundamentals Training.

Privacy Fundamentals is a self-directed learning program that provides participants with an overview of the fundamental concepts related to privacy and personal information management at VAC.

Privacy Fundamentals was launched on June 28, 2012 and is available to all employees at their desktop computer. 133 participants have confirmed completion of the Privacy Fundamentals Training during the fiscal year.

Manager and Supervisor Orientation Program (MSOP)
A new slide presentation and a new chapter specific to ATIP in the MSOP Manual were developed during the fiscal year. The ATIP Office delivered an hour-long session during two MSOP courses, with a total of 41 participants.

Integrated Security / Privacy Training
The mandatory Security Orientation Training offered to staff highlights the Need to Know Principle, introduces the concept of privacy breaches, the rules around accessing information, and disciplinary actions in regards to unauthorized access to personal information, as well as a general overview of ATIP legislation and fundamentals. New ATIP material has been integrated into the Security Orientation Training sessions during this fiscal year. A total of 1,312 participants attended 165 sessions (Head Office: 91 sessions for 730 employees; Teleconferences with regions: 74 sessions for 582 employees).

Privacy Corner – Wiki
In October 2012, the ATIP Office launched VAC's Privacy Corner Wiki. On the Wiki there are a number of resources available to provide guidance on the interpretation and requirements of the *Access to Information Act* and *Privacy Act*, as well as a single access point for information and tools with respect to personal information and privacy within VAC. The Privacy Corner can be accessed through the departmental intranet site which is available to all employees on their desktop computer. The Privacy Corner is an efficient and effective way for all VAC staff to readily find privacy related materials, such as policies, directives, guidelines, privacy updates, learning materials and so much more. The ATIP Office provides new and updated materials to all VAC staff on a regular basis through the Wiki.

Data Privacy Day
On January 28, 2012, VAC's ATIP Office promoted Data Privacy Day with a national poster campaign. ATIP Liaison Officers across the country also played an important role in promoting Data Privacy Day by displaying posters within their respective locations. An awareness article was also published on VAC's Privacy Corner Wiki.

Liaison Officer Training
Liaison Officers who support ATIP activities were invited to Liaison Officer Training led by the ATIP Director. The April 30, 2012 session had 34 staff in attendance.

Further Liaison Officer training was offered in the fall of 2012. Specifically, three sessions were held on the following dates: October 23, 2012 – 20 participants; November 5, 2012 – 16 participants; and November 13, 2012 – two participants.

Privacy Breaches
A presentation on Privacy Breaches was delivered to the Departmental Privacy Committee (DPC) members at the July 17, 2012 Meeting – 18 participants were present.

Notice and Consent
A "Use of Notice and Consent" training session was held to introduce a new policy and business process. In total, 12 consent sessions were delivered to 160 staff.

Personal Information Banks
One information session was held for 16 participants who were the program leads on creating and approving their respective Personal Information Banks. The ATIP Director and privacy policy staff delivered the session.

Privacy Session with Bureau of Pension Advocates (BPA)
One information session was held for eight Advocacy Officers at their off-site meeting.

II Office of the Veterans Ombudsman

Introductory Access to Information and Privacy (ATIP) training was provided to all 36 OVO staff, and the ATIP unit attended training specific to ATIP specialists during the 2012–2013 reporting period.

A new OVO ATIP website was also launched during the 2012–2013 reporting period to inform requesters of their rights under both Acts, how to submit a request to the OVO ATIP Unit and to report publicly on completed Access to Information requests.

11. Policies, Guidelines and Procedures

I Veterans Affairs Canada

Current Access to Information policies, guidelines or procedures were maintained and monitored during the 2012–2013 fiscal year. No new Access to Information policies, guidelines or procedures were implemented during the 2012–2013 fiscal year.

II Office of the Veterans Ombudsman

Access to Information and Privacy (ATIP) procedures, and processes were developed to support OVO's new responsibilities identified in the new delegation order during the 2012–2013 reporting period. This information was also communicated to staff through a newly developed OVO-Wiki ATIP page.

12. Complaints and Investigations

I Veterans Affairs Canada

In 2012–2013 the Information Commissioner received 14 complaints against VAC and 10 complaints were carried over from 2011–2012 for a total of 24 complaints. Fifteen complaints received a ruling during the period and nine have been carried over to 2013–2014. Of the complaints that received a ruling, three were abandoned or discontinued, six were deemed to be "well founded" and six were deemed "not well founded".

In the 2012–2013 fiscal year, VAC implemented the Privacy Action Plan 2.0 and increased focus on ATIP activities such as information management, privacy impact assessments, management oversight, and awareness and training. The Department is committed to upholding privacy protection and the right of access to personal information and government information as granted through the *Privacy Act* and *Access to Information Act.*

To address this commitment, the Department has responded by investing significantly in ATIP in the 2012–2013 fiscal year; increasing resources by 50% (from 20 to 31) in January 2013. This added capacity positions the Department well to deal with requests for information and other ATIP activities in the upcoming fiscal year.

II Office of the Veterans Ombudsman

No complaints against the OVO were received by the Information Commissioner during the 2012–2013 reporting period.

13. Appeals to the Courts

I Veterans Affairs Canada

VAC has no appeals to the courts for the reporting period, April 1, 2012 to March 31, 2013.

II Office of the Veterans Ombudsman

The OVO has no appeals to the courts for the reporting period, April 1, 2012 to March 31, 2013.

Annex 1:VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations

Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3)(4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	
14	Federal-provincial	X	X	X	X	

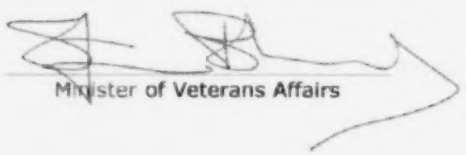
	affairs					
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	
26	Refusal of access where information is to be published	X	X	X	X	
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	

35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			
71(1)	Facilities for inspection of manuals	X	X	X	X	
72	Annual report to Parliament	X	X	X		

Access to Information Regulations **Provisions and associated descriptions**						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	*Access to Information Act*	*Access to Information Regulations*
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation



Minister of Veterans Affairs

APR 2 4 2012

Date

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada

Reporting period: 2012/04/01 to 2013/03/31

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

	Number of Requests
Received during reporting period	135
Outstanding from previous reporting period	89
Total	224
Closed during reporting period	116
Carried over to next reporting period	108

1.2 Sources of requests

Source	Number of Requests
Media	26
Academia	0
Business (Private Sector)	3
Organization	22
Public	84
Total	135

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	1	9	10	2	1	3	1	27
Disclosed in part	1	6	6	7	7	6	4	37
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	1	0	0	1
No records exist	3	5	1	1	1	0	0	11
Request transferred	8	0	0	0	0	0	0	8
Request abandoned	12	2	2	2	2	5	7	32
Treated informally	0	0	0	0	0	0	0	0
Total	25	22	19	12	12	14	12	116

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2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	0	16(2)(a)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(c)	6	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	0	21(1)(a)	4
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	3
14(a)	0	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	1
15(1) - I.A.*	0	16.1(1)(d)	0	18.1(1)(d)	0	22	0
15(1) - Def.*	0	16.2(1)	0	19(1)	35	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	1	23	3
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	1	24(1)	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	1		
16(1)(b)	0	17	0	20(1)(d)	0		
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	1	69(1)(a)	1	69(1)(g) re (a)	1
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	1
68.1	0	69(1)(d)	1	69(1)(g) re (d)	1
68.2(a)	0	69(1)(e)	1	69(1)(g) re (e)	1
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	24	2	0
Disclosed in part	35	3	0
Total	59	5	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	1072	974	27
Disclosed in part	21717	15722	37
All exempted	0	0	0
All excluded	132	0	1
Request abandoned	407	0	32

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	25	519	2	455	0	0	0	0	0	0
Disclosed in part	25	730	8	1621	3	1526	0	0	1	11843
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	1	0	0	0	0	0	0	0
Abandoned	31	0	1	0	0	0	0	0	0	0
Total	81	1249	12	2076	3	1526	0	0	1	11843

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	2	1	0	0	3
Disclosed in part	7	3	1	0	11
All exempted	0	0	0	0	0
All excluded	1	0	0	0	1
Abandoned	0	1	0	0	1
Total	10	5	1	0	16

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
55	54	1	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	6	2	8
16 to 30 days	1	1	2
31 to 60 days	5	1	6
61 to 120 days	8	2	10
121 to 180 days	14	0	14
181 to 365 days	3	2	5
More than 365 days	4	6	10
Total	41	14	55

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	3	0	3
Total	3	0	3

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	7	0	1	0
Disclosed in part	10	0	2	0
All exempted	0	0	0	0
All excluded	0	1	0	0
No records exist	2	0	0	0
Request abandoned	0	0	5	0
Total	19	1	8	0

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	16	0	5	0
31 to 60 days	1	0	1	0
61 to 120 days	2	0	1	0
121 to 180 days	0	1	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	19	1	8	0

PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	107	$535	15	$75
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	107	$535	15	$75

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	35	554	8	186
Outstanding from the previous reporting period	4	45	0	0
Total	39	599	8	186
Closed during the reporting period	38	580	8	186
Pending at the end of the reporting period	1	19	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	6	12	5	6	2	0	0	31
Disclose in part	0	3	4	0	0	0	0	7
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	6	15	9	6	2	0	0	38

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	1	3	1	0	0	0	0	5
Disclose in part	0	1	1	0	0	0	0	2
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
Total	2	4	2	0	0	0	0	8

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	1	1
16 to 30	0	1
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	1	2

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		$544,552
Overtime		$21,000
Goods and Services		$58,226
• Professional services contracts	$0	
• Other	$58,226	
Total		**$623,778**

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	6.14	2.00	8.14
Part-time and casual employees	0.80	0.66	1.46
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.80	0.14	0.94
Total	7.74	2.80	10.54

Annex A of the Statistical Report on the *Access to Information Act* (VAC and OVO)

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
VAC and OVO	12

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
VAC and OVO	8

Annex 3: Statistical Report on the *Access to Information Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2012/04/01 to 2013/03/31

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

	Number of Requests
Received during reporting period	2
Outstanding from previous reporting period	0
Total	2
Closed during reporting period	2
Carried over to next reporting period	0

1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (Private Sector)	0
Organization	0
Public	1
Total	2

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	1	1	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Treated informally	0	0	0	0	0	0	0	0
Total	1	1	0	0	0	0	0	2

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2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	0	16(2)(a)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(c)	0	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	0
15(1) - I.A.*	0	16.1(1)(d)	0	18.1(1)(d)	0	22	0
15(1) - Def.*	0	16.2(1)	0	19(1)	1	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	1	23	1
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	1	24(1)	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	0		
16(1)(b)	0	17	0	20(1)(d)	0		
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	0	69(1)(a)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	0
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	0	0	0
Disclosed in part	2	0	0
Total	2	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	0	0	0
Disclosed in part	63	63	2
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	2	63	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	0	0	0	0	0	0	0	0	0	0
Total	2	63	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	2	$10	0	$0
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	2	$10	0	$0

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	1	2	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	2	0	0
Closed during the reporting period	1	2	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0		0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	0	0

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		$54,552
Overtime		$0
Goods and Services		$2,226
• Professional services contracts	$0	
• Other	$2,226	
Total		**$56,778**

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	0.00	2.00	2.00
Part-time and casual employees	0.00	0.50	0.50
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	0.00	0.00
Total	0.00	2.50	2.50

Annex A of the Statistical Report on the *Access to Information Act* (OVO)

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Office of the Veterans Ombudsman	nil

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Office of the Veterans Ombudsman	1

Annex 4: Five-Year Statistical Analysis (VAC and OVO)

	2008–2009	2009–2010	2010–2011	2011–2012	2012–2013	Variance between 2012–2013 and 2011–2012
Requests received	95	138	148	164	135	-18%
Requests carried forward from prior year	12	18	35	68	89	31%
Total requests	107	156	183	232	224	-3%
Requests completed	89	121	114	143	116	-19%
Requests carried forward to next year	18	35	69	89	108	21%
Completed in 30 days or less	73	88	69	62	47	-24%
Completed in 31 days or more	16	33	45	81	69	-15%
Total costs for the administration of the ATI Act	$187,860	$204,530	$273,565	$370,506	$623,778	68% (or +$253,272)
Salaries	$178,320	$196,960	$261,573	$336,456	$565,552	68% (or +$229,096)
FTEs	3.26	3.03	3.85	6.38	10.54	65% (or +4.16)
Informal requests	90	124	115	65	84	29%
Complaints received	6	4	5	15	14	-7%